



# OMAR ALGHAZAWI

## Hotels & Resorts Leader

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### PROFILE

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Energetic and passionate hospitality leader with a strong background in successfully managing up-scale, high volume & multi Hotels & Resorts environment and large teams, extensive knowledge of the Rooms market and F&B, has a proven track record in Hotel business development and sales. Has consistently generated additional footfall and F&B revenue as well increase ADR hotel room, experience in pre-openings Hotels & Resorts, planning and project management with 'Hands-on' Management style, strong in driving quality, consistency and accountability within the team.

Experience in casual-dining franchise concepts, Specialty restaurants, and Independent restaurants as well as cafes chains, solid experience in starting projects from scratch, setting up Sop's, creating F&B menus, training programmers, auditing, recruiting, and budgeting.

### CORE COMPETENCIES& ACCOMPLISHMENTS

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- Strong Financial, P&L Management, Budgeting
- Strategic Menus Development& Menu Engineering
- Event Planning, Banquet &Outdoor Catering
- Multi-cultured and Languages
- Supervision & Leadership
- Services Standard & Excellent Guest Satisfaction
- Certified Team Trainer, HACCP, ISO 22000
- Planning and Developing new concepts
- Sales Growth& Profit Optimization
- Innovation and Initiatives
- Team Training & Mentoring, People Developer
- Vendor Management& Cost controlling
- Fostering Key Business Relationships
- Market & Product Analysis
- New Business Development
- Up-scale, High volume & Multi-Restaurants Environment
- **Successful Opened the following Hotels & Resorts:**
  - The Ritz-Carlton, Al Wadi Desert, and Al Hamra Beach
  - St. Regis Saadiyat Island
  - Kempinski Hotel Ishtar Dead Sea
  - Four Seasons Hotel Amman
- **Successfully opened a franchise, Stand-alone Restaurants & Cafes chains:**
  - Millennium Restaurants Group, <https://www.capitalmotion.com/>
  - Ornina Arabian Restaurant& Lounge <https://www.orninalounge.com/>
  - Aquarium Seafood Restaurant <https://www.aquariumyasmarina.com/>
  - Mug and Bean<https://www.muggandbeanuae.com/>
  - Rotana Restaurants & Cafés, Opened 2 in total, Abu Dhabi & Dubai
  - Fashion Café

### ADDITIONAL

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- Hotel Management University Degree
- Languages, English and Arabic
- ISO 22000 food safety, 2018 internal Audit
- GHP Food Safety Manager Award 2018
- Advanced First Aid (DCAS) 2018



## WORK EXPERIENCE

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### **Resort Operations Director**

**Nov 2020 – Now**

Green Coast Resort and Residences, Albania

#### **Green Coast - Green Coast Resort and Residences**

- Managed and oversaw Resort operations of all departments on a daily basis, total of 350 villas & Apartments.
- Provide strategic and operational leadership for a resort team of up to 200 team members
- Manage more than 25 million euro resort revenue.
- Established an effective employee turnover and retention strategy.
- Raised guests service standards that exceeded guest expectations.
- Budgeted Resort overall operation by maintaining cost and quality standards.

### **Director of F&B, In charge of Hotel Ops**

**Jan 2020 – Oct 2020**

Al Habtoor Polo Resort & Club, UAE (Former St. Regis Dubai)

Fully In charge of the entire resort operations including 149 luxuriously appointed rooms, suites and 31 Royal villas, directed all aspects of operations for this resort generating revenues of over 50 Million including 5 restaurants, 2 bars, 1 lounge, room service, kitchen and banquets. Held full P&L accountability and managed direct and indirect staff of 150 from front house and back house.

### **Director of Food & Beverage**

**Apr 2018 – Aug 2019**

Bahi Ajman Palace Hotel & Resort, UAE

- 15% revenue growth by launching new operations, restaurant concepts and dining options capitalizing on the latest culinary trends.
- Manage more than 70 million hotel revenue,
- Tracking profitability and key metrics; growing profit margin rate by 9%.GOP by 2.5 million.
- Developed New Special Event Packages - MICE that resulted in increased corporate business by 20%.
- Guest satisfaction scores were improved from 75% to 90%.
- Improved Booking.com ratings from 7.6 to 8.5 and Trip Adviser ratings from #6 to #2 in 7 months.
- Reduced employee turnover from 45% to 20% resulting in a better-trained staff and improved service.
- Manage large scale of Banqueting and Catering facility up to 3000 pax indoor and outdoor.
- Supervised and trained more than 190 team members.
- Rebranded Bahi Ajman Palace from Ajman Palace Hotel & created the club lounge concept.
- Maintain food costs to be 29.7 % yearly.
- Presents and promotes the Food and beverage; creates new avenues for revenue growth using both direct and indirect channels.

### **Operations Manager – F&B**

**Jan 2017 - Apr 2018**

The Ritz-Carlton, Al Wadi Desert & Al Hamra Beach, UAE

- Manage and trained more than 100 ladies and gentlemen.
- Manage more than 30 million in both properties.
- Drive revenues of AED 2.5 million over budget.
- Transition and rebrand 2 properties to a fully-fledged Ritz-Carlton in record time.
- Enhancement program for entire F&B, introducing new Lobby lounge, new restaurants, Kaheela and Farmhouse.
- Maintaining the food cost of 29.9% whilst delivering quality on these huge targets and big events.
- Winning two Oscars of the travel industry namely Middle East Leading Luxury Family Desert Resort and RAK Leading Luxury Resort.
- Being shortlisted for the Leaders in F&B Awards 2017 presented by Catering News Middle East.
- Implement a new Amenities program and create a new beverage program.

**Director of Food and Beverage****Feb 2013 - Jan 2017**

Millennium Restaurants Group, (UAE)(Pre-Opening)

- Manage 40 million Food & Beverage revenue.
- Manage Millennium Restaurants Group, Lead a team of 150 through nine managers
- Managed all the departments, F&B, Culinary, S&M, Human Resources and Finance.
- Grew profitability up-to 5% above GOP.
- Developed new sales channels and generate revenue from zero up to AED 10 million.
- Established a clear set of KPIs for all restaurants, lounge and, cafes.
- Oversee contract negotiation and legal activities: client contracts, partnership agreements, and vendor contracts.
- Successfully opened a franchise, Stand-alone Restaurants & Cafes chains:
  - Ornina Arabian Restaurant& Lounge <https://www.orninalounge.com/>
  - Aquarium Seafood Restaurant <https://www.aquariumyasmarina.com/>
  - Rotana Restaurants& Cafés, Opened 2 in total, Abu Dhabi & Dubai
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  - Fashion Café

**Director of Banquet Operations****Oct 2011 - Feb 2013**

St. Regis Saadiyat Island, UAE (Pre-Opening)

- Opened the first St. Regis in the Middle East.
- Directed a team of 100 in daily operations.
- Planned and Managed High Volume banquet events, catering and outdoor events at a 4000 person capacity.
- Exceeded year-to-date forecasted revenues in all areas by –yearly F&B revenue up to AED 90 million.
- Cut food and labor costs 12%.
- Controlled activities of the Restaurants and indoor/outdoor banquet facilities,

**Food & Beverage Service Manager****Nov 2009 – Oct 2011**

Shangri-La Hotel, Qaryat Al Beri, UAE

- Food and Beverages yearly revenue up to AED 60 million.
- Spearheaded a team of over 100 associates.
- Successfully increased food and beverage revenue by 10%.
- Maintained food and beverage costs under budget through fiscal 2009 and year to date 2011.
- Achieved 15% improvement in restaurant guest satisfaction (GSI scores) through hands on training.

**F&B Operations Manager****Dec 2007 - Nov 2009**

Al Raha Beach Hotel, UAE

**Conference& Banqueting Manager****Dec 2006 – Dec 2007**

Kempinski Hotel Ishtar Dead Sea, Jordan (Pre-Opening)

**Conference & Banqueting Assistant Manager****Nov 2002 – Dec 2006**

Four Seasons Hotel Amman, Jordan (Pre-Opening)

**Food & Beverages Department****1999– 2002**

Grand Hyatt Amman, Jordan (Pre-Opening)